

## Guest Standards Policy – Rumbl Rentals

Rumbl Rentals (Rumbl Limited Partnership)

Last Updated: 12/08/2025

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### 1. Purpose and Scope

This Guest Standards Policy (“Policy”) establishes the behavioral expectations, responsibilities, and conduct requirements for all Guests (“you,” “your”) who book, occupy, or interact with accommodations (“Accommodations”) listed on the Rumbl Rentals Platform (“Platform”), operated by **Rumbl Limited Partnership**, located at **P.O. Box 154, 100 Randall Road, Wrentham, MA 02093** (“Rumbl,” “we,” “us,” “our”).

This Policy exists to ensure:

- Safe, respectful, and enjoyable stays
- Protection of Hosts’ property
- Positive experiences for neighbors and communities
- Consistency and fairness across all Rumbl users

This Policy is incorporated into:

- Rumbl Terms of Service
- Guest Agreement
- Safety Policy
- Damage Protection Policy
- Refunds & Cancellation Policy

By booking or staying at an Accommodation, you agree to comply with this Policy.

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### 2. Core Guest Expectations

All Guests must uphold the following five standards:

1. **Respect for Property**
2. **Respect for Neighbors & Community**

3. **Cleanliness & Care**
4. **Safety & Compliance**
5. **Honest, Responsible Conduct**

Failure to meet these standards may result in:

- Warnings
  - Refund limitations
  - Damage charges
  - Cancellation of the remainder of a stay
  - Account suspension
  - Permanent removal from the Platform
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### **3. Standard 1: Respect for Property**

Guests must treat the Accommodation and its contents with care.

#### **3.1 Use of Property**

Guests must:

- Use appliances, fixtures, and furniture responsibly
- Avoid reckless or negligent behavior
- Report any damage promptly
- Follow Host rules regarding amenities (pools, hot tubs, fireplaces, grills, etc.)

#### **3.2 Damage and Loss**

Guests are responsible for:

- Damages caused by themselves
- Damages caused by their invitees
- Pet-related damages (if pets are allowed)
- Lost or missing items
- Excessive cleaning beyond normal wear

Rumbl may charge the Guest's payment method for valid claims.

### **3.3 Unauthorized Areas**

Guests may not enter:

- Locked closets
  - Private Host areas
  - Garages or storage spaces not included
  - Mechanical or utility areas
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## **4. Standard 2: Respect for Neighbors & Community**

Short-term rentals operate within residential neighborhoods. Guests must act in a manner that is respectful of surroundings.

### **4.1 Noise & Disturbances**

Guests may not:

- Create excessive noise
- Disturb neighbors
- Ignore quiet hours
- Host disruptive gatherings

### **4.2 Parking & Community Rules**

Guests must follow:

- Parking instructions
- HOA or building rules
- Community guidelines
- Trash disposal requirements

### **4.3 Illegal or Hazardous Activity**

Prohibited activities include:

- Drug manufacture or trafficking
- Violence or threats

- Vandalism
  - Harassment
  - Fireworks
  - Weapons violations
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## **5. Standard 3: Cleanliness & Care**

Guests must maintain reasonable cleanliness during their stay.

### **5.1 During the Stay**

Guests are expected to:

- Dispose of trash
- Keep food stored properly
- Maintain basic tidiness
- Avoid excessive spills or stains
- Prevent mold or mildew by ventilating bathrooms

### **5.2 At Check-Out**

Guests must:

- Remove personal items
- Tie and dispose of trash if required
- Return keys or access devices
- Follow Host's check-out instructions
- Leave the property in an orderly condition

Professional cleaning is expected between stays, but Guests must leave the property reasonably tidy.

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## **6. Standard 4: Safety & Compliance**

Safety is a priority for all Users.

## 6.1 Safety Device Compliance

Guests must **not**:

- Disable smoke detectors
- Disable carbon monoxide detectors
- Tamper with fire extinguishers
- Remove batteries from alarms
- Obstruct exits
- Interfere with security cameras (lawfully placed)

## 6.2 Safe Use of Amenities

Guests must:

- Use pools, hot tubs, gyms, grills, and appliances responsibly
- Follow age restrictions
- Supervise children at all times
- Avoid hazardous actions (e.g., leaving stoves unattended)

## 6.3 Emergency Response

During emergencies, Guests must:

1. Contact local emergency services
2. Follow instructions provided by Host
3. Notify Host and Ruml when safe

## 6.4 Compliance with Laws

Guests must follow all:

- Local laws
- Building rules
- Short-term rental regulations
- Safety codes

Illegal conduct is grounds for immediate removal.

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## **7. Standard 5: Honest, Responsible Conduct**

Guests must engage honestly with Hosts and Ruml.

### **7.1 Truthful Information**

Guests must provide:

- Accurate identity information
- Correct number of Guests
- Payment methods they are authorized to use

Providing false information may result in cancellation.

### **7.2 Communication**

Guests must:

- Respond promptly to Host communications
- Ask questions if instructions are unclear
- Notify Hosts of problems early

### **7.3 Unauthorized Guests**

Guests may not:

- Bring individuals not included in the reservation
- Allow third parties to access the property
- Transfer or sublet reservations

### **7.4 Pets**

If pets are not permitted:

- Guests may not bring pets
- Guests may not hide or misrepresent animals

Service animals must be accommodated under applicable laws.

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## **8. Prohibited Guest Behavior**

The following actions are strictly prohibited:

- Harassment or discrimination

- Violence, threats, or intimidation
  - Property destruction or vandalism
  - Dangerous or reckless conduct
  - Unauthorized parties
  - Illegal drug use or possession
  - Theft or property removal
  - Sexual misconduct
  - Fraud or payment manipulation
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## **9. Reviews, Feedback, and Retaliation**

### **9.1 Reviews**

Reviews must be:

- Honest
- Fact-based
- Not retaliatory
- Not extortionary

Guests may not:

- Demand refunds in exchange for positive reviews
- Threaten negative reviews as leverage

### **9.2 Host Feedback**

Guests must treat Hosts respectfully and professionally.

### **9.3 Retaliation**

Rumbl prohibits retaliation against:

- Hosts
- Neighbors
- Other Guests

- Rumbl staff

Any retaliation may result in removal.

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## 10. Violations and Enforcement

Rumbl monitors Guest behavior based on:

- Host reports
- Guest reports
- Safety complaints
- Platform analytics
- Law enforcement notifications

### 10.1 Possible Actions Taken by Rumbl

Rumbl may:

- Issue warnings
- Remove reviews
- Cancel upcoming bookings
- Limit account access
- Temporarily suspend the account
- Permanently remove the Guest
- Charge for damages
- Notify authorities when required

### 10.2 Immediate Removal

Rumbl may **immediately** remove a Guest for:

- Violence or threats
- Sexual misconduct
- Severe property damage
- Illegal or dangerous acts



- Tampering with safety devices
  - Major policy violations
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## 11. Appeals Process

Guests who believe Rumbl acted in error may:

- Submit an appeal
- Provide supporting evidence
- Request review of decisions

Rumbl will evaluate the appeal at its sole discretion.  
Rumbl's final decision is binding where permitted by law.

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## 12. Relationship to Other Policies

This Guest Standards Policy supplements and does not replace:

- Terms of Service
- Guest Agreement
- Host Agreement
- Safety Policy
- Damage Protection Policy
- Refunds & Cancellation Policy
- Non-Discrimination Policy
- Community Guidelines

Guests must follow **all** Rumbl policies.

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## 13. Updates to This Policy

Rumbl may modify this Policy at any time.  
Changes become effective upon posting.

Users will be notified of material changes.

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## **14. Contact Information**

For questions or concerns:

**Rumbl Limited Partnership**

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100 Randall Road

Wrentham, MA 02093

United States

Email: **[admin@rumb rentals.com](mailto:admin@rumb rentals.com)**

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